



Department of Code Enforcement
Indianapolis
Gregory A. Ballard, Mayor



Electronic Payment & Issuance Process

User Guide

Department of
Code Enforcement

User Guide
February 2012

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



SUBMITTING ELECTRONICALLY

Email & Fax Submissions

1. Email or fax your application and other required information to PermitQuestions@indy.gov or fax to 317-327-8401.
If the fax submittal is utilized, please supply an email address by which you can be contacted to receive further communication.
2. DCE staff will create a permit application, review your request and add the appropriate fees . If additional information is required, you will receive notice via email.
3. When the permit is ready to issue, you will receive an email titled ***Permit Ready and Payment Required.***

Cc:
Subject: ROW12-00011 - Permit Ready and Payment Required

This is notification that permit ROW12-00011, for work located at 6848 E 21ST ST is ready to be issued upon receipt of payment of the outstanding fees in the amount of \$1.00. If you pay your fees and your permit was issued after the time/date of this notification, no further action is required at this time.

Please immediately pay the remaining fees online via credit card by clicking on the link below:

<http://www.indy.gov/eGov/City/DCE/Pages/Citizen%20Access%20Portal.aspx>

Failure to pay the permit fees will result in cancellation of the permit application.

The permit will be issued within two business days of submitting payment. A copy of the permit will then be emailed to this email account.

Please do not reply to this email. If there are any questions regarding this notification, please feel free to contact us using the information provided below.

City of Indianapolis
Department of Code Enforcement
1200 Madison Ave., Ste. 100
Indianapolis, IN 46225
Phone: (317) 327-8700
PermitQuestions@indy.gov
<http://www.indy.gov/dce>

4. Click on the link specified in the email. This will take you to the City's portal for paying your permit fees.

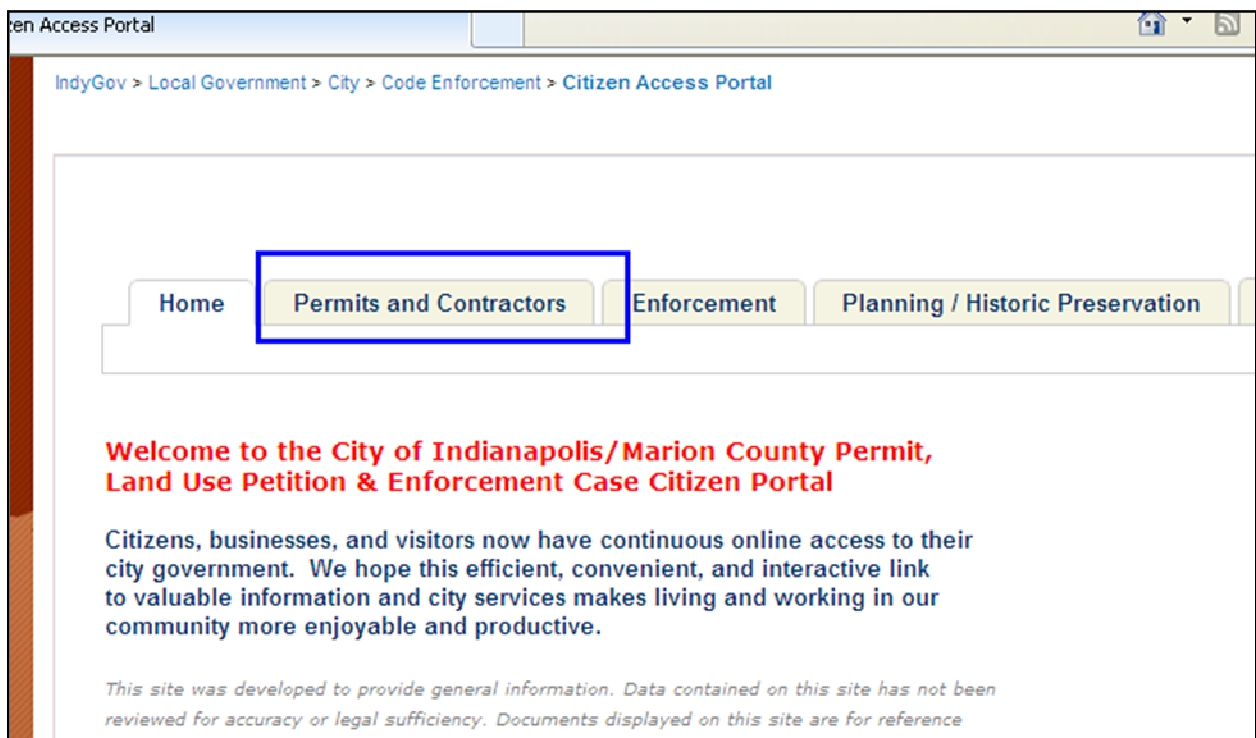
Your permit will not be ready to issue until you receive this email notification.



SUBMITTING ELECTRONICALLY

Online Payment

1. Click on the Permits and Contractors tab displayed on the page.

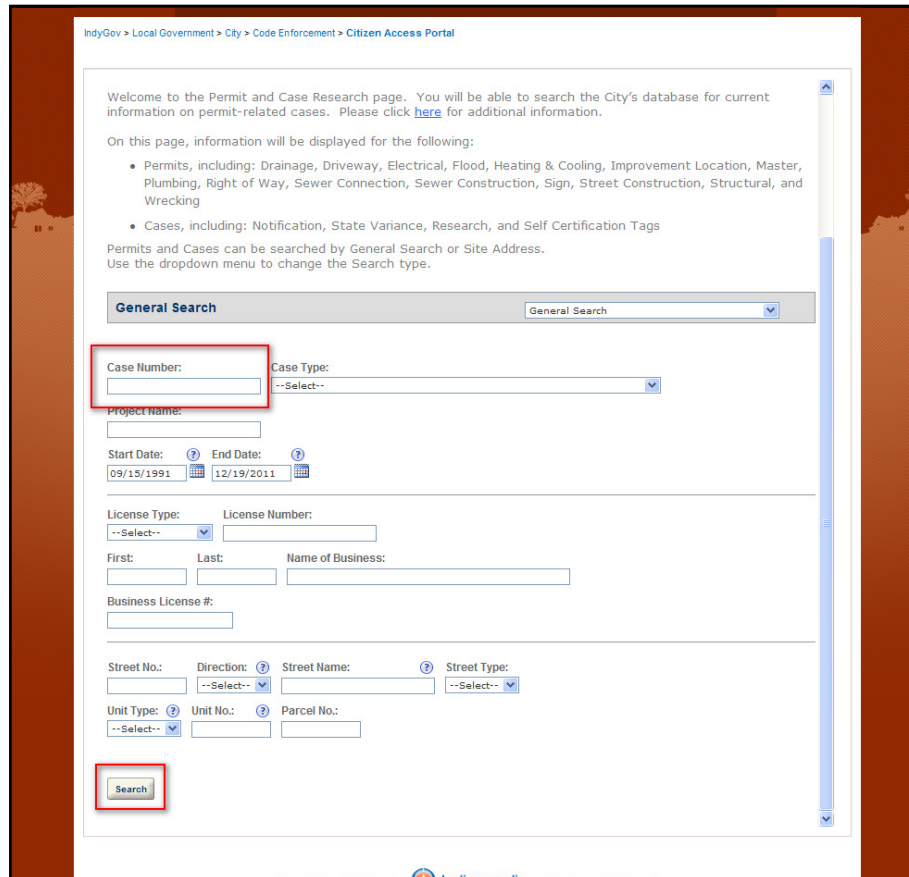




SUBMITTING ELECTRONICALLY

Online Payment

2. Enter your permit number in the **Case Number** field. Do not fill in any other criteria. Click Search.



IndyGov > Local Government > City > Code Enforcement > Citizen Access Portal

Welcome to the Permit and Case Research page. You will be able to search the City's database for current information on permit-related cases. Please click [here](#) for additional information.

On this page, information will be displayed for the following:

- Permits, including: Drainage, Driveway, Electrical, Flood, Heating & Cooling, Improvement Location, Master, Plumbing, Right of Way, Sewer Connection, Sewer Construction, Sign, Street Construction, Structural, and Wrecking
- Cases, including: Notification, State Variance, Research, and Self Certification Tags

Permits and Cases can be searched by General Search or Site Address.
 Use the dropdown menu to change the Search type.

General Search General Search

Case Number: Case Type: --Select--

Project Name:

Start Date: 09/15/1991 End Date: 12/19/2011

License Type: --Select-- License Number:

First: Last: Name of Business:

Business License #:

Street No.: Direction: --Select-- Street Name: Street Type: --Select--

Unit Type: --Select-- Unit No.: Parcel No.:

Search



SUBMITTING ELECTRONICALLY

Online Payment

3. Your permit record will display at the bottom of the page.
4. Click the action that says **Pay Fees Due**.

1 Record results matching your search results

Click any of the results below to view more details.

Showing 1-1 of 1

<u>Date</u>	<u>Case Number</u>	<u>Case Type</u>	<u>Status</u>	<u>Action</u>
02/10/2012	<u>ROW12-00014</u>	Right of Way Permit- Excavation	Open	<u>Pay Fees Due</u>



SUBMITTING ELECTRONICALLY

Online Payment

5. You will be directed to a screen that shows your fees due.
6. Click **Continue Application**.

Fees

Total fees due at this time.

A portal administration fee of \$2 will be charged for all online payments (eCheck, Credit and Debit Card). An additional two percent (2%) of fees due will be charged if paying by Credit/Debit Card.

Fees	Qty.	Amount
Application Fee	1	\$32.00

TOTAL FEES

Note: Additional fees may be assessed later.

\$32.00



SUBMITTING ELECTRONICALLY

Online Payment

7. Select your payment method from the drop-down menu. Credit/Debit cards and eCheck are both available.
8. Click Continue

indianapolis

Payment Process

Select Payment Method and Continue to proceed with payment. You will receive a receipt via the email address entered at the end of your successful payment transaction.

Transaction Summary

Description	Amount
City of Indianapolis Dept. of Code Enforcement Payment	\$32.00
TOTAL	\$32.00

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1		\$32.00	1	\$32.00

Payment Method

Complete all required fields [*]

Pay by * Select One ▼



SUBMITTING ELECTRONICALLY

Online Payment

9. Fill in your billing information, including an email address.

THE EMAIL ADDRESS LISTED IS WHERE YOUR PAYMENT RECEIPT WILL BE SENT

Credit Payment Screen

Credit Payment Screen

Fax Number (optional)

Email Address * Please enter your email address.

Receipt Email Address Receipts email addresses you want copied to the commission record sent to.

Credit Card Information

Credit Card Type * Visa

Credit Card Number * 0000000000000000

Expiration Date * September 2028

Name on Credit Card * John Doe as it appears on the card

Verification Code * 555

CONTINUE CANCEL PAYMENT

Electronic Check Information

Account Type * Checking

Routing Number * 123456789

Account Number * 1234567

Re-enter Account Number * 1234567

Bank Name * Your Bank

Name on Account * John Doe

Driver License Number * 123456789

Driver License State * Indiana

Default Payment Date 12/15/2011

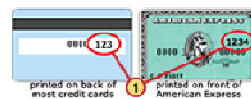
☐ select if this payment is being funded specifically by a FOREIGN source (bank or company), an International ACH Transaction ("IAT").
As defined by NACHA, "IAT" means a credit or debit entry that is part of a payment transaction involving a financial agency outside that is not located in the territorial jurisdiction of the United States. For purposes of this definition a financial agency means an entity that is authorized by applicable law to accept deposits or is in the business of issuing money orders or processing funds on behalf of a financial agency as subject in the payment transaction or:

- Made an account that is credited or debited as part of the payment transaction;
- Initiated payment directly from a person or makes payment directly to a person as part of the payment transaction; or
- Serves as an intermediary in the settlement of any part of the payment transaction.

CONTINUE CANCEL PAYMENT

Trusted sites

eCheck Payment Screen



Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



SUBMITTING ELECTRONICALLY

Online Payment

- After you've entered your payment and billing information a payment verification screen may appear.

Payment Verification

Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Make Payment. You will receive a printable receipt at the end of your successful payment transaction. Permitting Fee

Transaction Summary

Description	Amount
City of Indianapolis Dept. of Code Enforcement Payment	\$1.00
Postal Administration Fee	\$0.01
TOTAL	\$1.01

Transaction Detail

ID#	Description	Unit Price	Quantity	Amount
1		\$1.00	1	\$1.00

Customer Billing Information


Customer Name: John Doe
 Company Name:
 Billing Address: 500 Main Street
 Billing Address 2:
 Billing City: Anywhere
 State: IN
 ZIP/Postal Code: 46250
 Country: US

ZIP/Postal Code: 46250
 Country: US
 Phone Number: 555-555-5555
 Fax Number:
 Email Address: youremail@indy.com
 Receipt Email Address:

Payment Method

Credit Card Type: VISA
 Credit Card Number: *****0019
 Expiration Date: 09/2016
 Name on Credit Card: John Doe
 Verification Code: 366

Verification



Enter the characters from the above image:

MAKE PAYMENT CANCEL PAYMENT EDIT

©2016 INDYGO SERVICES, LLC. All Rights Reserved. [Security Statement](#)

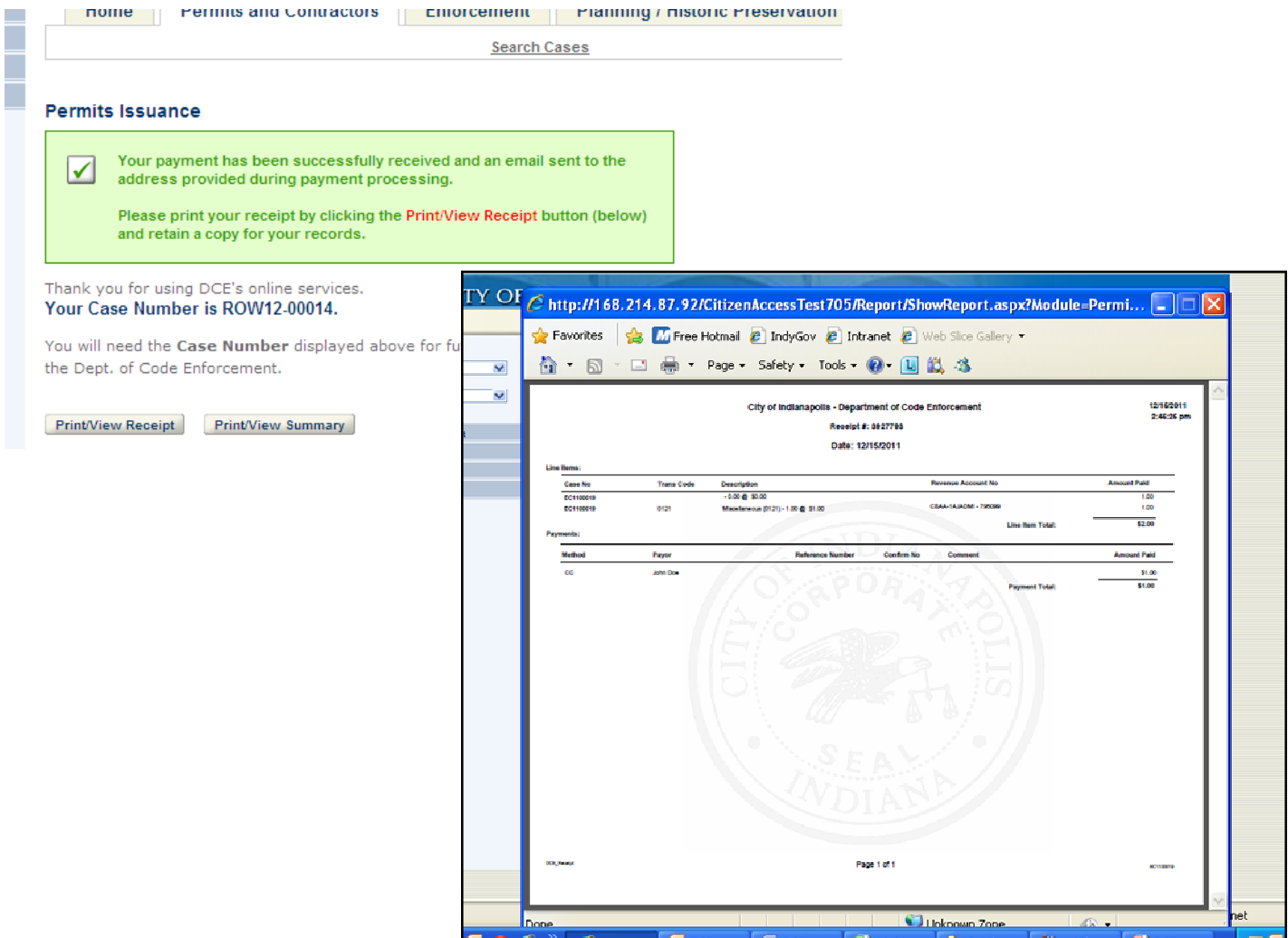
- If verification is required, enter the letters and numbers EXACTLY as they appear. If you cannot read what is listed, click the refresh button and another verification code will appear.



SUBMITTING ELECTRONICALLY

Online Payment

- Once payment is approved, you will be redirected back to the City's website. Here you may print a receipt that has details of the fees you paid.



The screenshot shows the City of Indianapolis Department of Code Enforcement website. The navigation bar includes links for Home, Permits and Contractors, Enforcement, and Planning / Historic Preservation. A search bar is labeled "Search Cases".

Permits Issuance

☒ Your payment has been successfully received and an email sent to the address provided during payment processing.

Please print your receipt by clicking the **Print/View Receipt** button (below) and retain a copy for your records.

Thank you for using DCE's online services.
Your Case Number is ROW12-00014.

You will need the **Case Number** displayed above for future transactions with the Dept. of Code Enforcement.

[Print/View Receipt](#) [Print/View Summary](#)

The receipt report is displayed in a browser window. It includes the following information:

City of Indianapolis - Department of Code Enforcement
 Receipt #: 9827769
 Date: 12/15/2011

Line Item	Case No.	Trans Code	Description	Revenue Account No.	Amount Paid
	ROW12-00014				1.00
	ROW12-00014	0121	Miscellaneous (0121) - 1.00 @ \$1.00	CSAA/SA/COM - 790300	1.00
					\$2.00

Payments:

Method	Payer	Reference Number	Confirm No.	Comment	Amount Paid
CC	John Doe				\$1.00
					\$1.00

Page 1 of 1

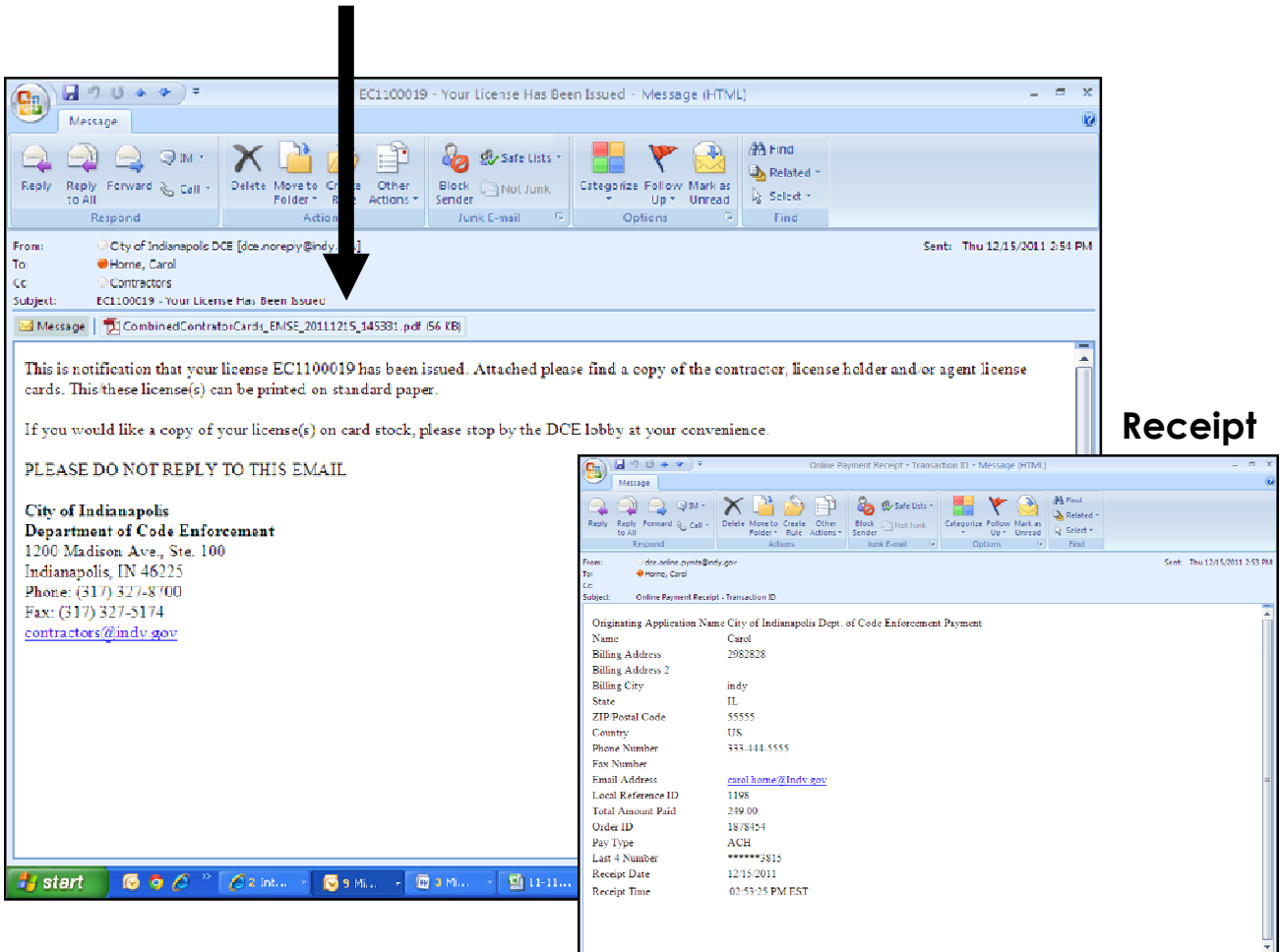


SUBMITTING ELECTRONICALLY

Completion

Your permit will be sent to you via email.

You permit will be attached to the email notification.



The screenshot shows two email windows. The top window is titled "EC1100019 - Your License Has Been Issued - Message (HTML)". It contains the following text:

From: City of Indianapolis DCE [dce.noreply@indy.gov]
To: Home, Carol
CC: Contractors
Subject: EC1100019 - Your License Has Been Issued

Attachments: CombinedContratorCards_EMSE_20111215_145331.pdf (56 KB)

This is notification that your license EC1100019 has been issued. Attached please find a copy of the contractor, license holder and/or agent license cards. These license(s) can be printed on standard paper.

If you would like a copy of your license(s) on card stock, please stop by the DCE lobby at your convenience.

PLEASE DO NOT REPLY TO THIS EMAIL

City of Indianapolis
Department of Code Enforcement
1200 Madison Ave., Ste. 100
Indianapolis, IN 46225
Phone: (317) 327-8700
Fax: (317) 327-5174
contractors@indy.gov

The bottom window is titled "Online Payment Receipt - Transaction ID - Message (HTML)". It contains the following text:

From: dce.online.payments@indy.gov
To: Home, Carol
Subject: Online Payment Receipt - Transaction ID

Originating Application Name City of Indianapolis Dept. of Code Enforcement Payment

Name	Carol
Billing Address	2982828
Billing Address 2	
Billing City	indy
State	IL
ZIP/Postal Code	55555
Country	US
Phone Number	333-444-5555
Fax Number	
Email Address	carol.home@indy.gov
Local Reference ID	1198
Total Amount Paid	249.00
Order ID	1878454
Pay Type	ACH
Last 4 Number	*****3815
Receipt Date	12/15/2011
Receipt Time	02:53:25 PM EST

Receipt